



STUDENT TECHNOLOGY MANUAL 2007

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TELEPHONE SERVICES

DIALING INSTRUCTIONS FOR ALL STUDENTS

To place a telephone call from anywhere on campus:

Type of Call	Service Provider	Instructions
On campus	Trinity	Dial the last four digits of the number
Local	AT&T	Dial 9 plus the seven-digit number
Pay phone	Your provider	Calls originating from a pay phone will receive an additional charge of \$.30 per call as mandated by the FCC.
On-campus directory assistance	Trinity	Press the “directories” button on your phone and scroll down to “Campus Directory.” Consult the directories available on line at http://www.trinity.edu/phonebook/phonebook.html , or http://www.trinity.edu/directory/ , or dial 0 (available Monday - Friday from 8:00 am to 5:00 pm).
Long distance with a calling card or credit card	Your provider	You need to follow the instructions of your long distance carrier, but generally you will need to dial one of the following: 1) a toll-free number (i.e., 9-1-800-xxx-xxxx) or 2) a local number (i.e., 9-xxx-xxxx) to access that carrier

DIALING INSTRUCTIONS FOR STUDENTS WITH A TIGER BUZZ CALLING CARD

The new **Tiger Buzz Calling Card** allows Trinity University students to make inexpensive calls around the country and around the world. The Tiger Buzz Calling Card rate is currently \$0.06 per minute for all calls originating and terminating in the continental United States. Foreign country rates are available and are posted on the Tiger Buzz Calling Card website at <http://www.trinity.edu/departments/tcrd/phonecard.htm>.

To sign up for or to get more information about this optional long distance program available from C-Com communications, just go to <http://www.trinity.edu/departments/tcrd/phonecard.htm> and fill out a sign-up form.

Once you receive your sign-up approval from C-Com via email, you can use the system as shown in the table:

Type of Call	Service Provider	Instructions
Long distance	C-Com	Dial 1-800-898-8403. When prompted, enter 555 + the 7 digit Tiger Card number from the front of your Trinity ID card + the PIN you selected when you signed up for service. Then dial 1-(area code)-xxx-xxxx
Local & Long distance directory assistance	C-Com	We suggest you use the free service available at www.switchboard.com . Using your Tiger Buzz Calling Card will cost \$1.00 per call. To use your Tiger Buzz Calling Card, dial 1-800-898-8403. When prompted, enter 555 + the 7 digit Tiger Card number from the front of your Trinity ID card + the PIN you selected when you signed up for service.
Calling Card Rate	C-Com	Currently \$0.06 per minute for all calls originating and terminating in the continental United States.
Billing Questions	C-Com	custsvc@c-comld.com
International	C-Com	Dial 1-800-898-8403. When prompted, enter 555 + your 7 digit Tiger Card number from the front of your Trinity ID card + the PIN you selected when you signed up. Then dial 011+ (country code) + (city code) + (number)

TELEPHONE SYSTEM FEATURES

For information on the features of your telephone, refer to the laminated “Basic Usage” card located in your residence hall room or you can visit:

www.trinity.edu/its/phones/voipphones.htm.

HARASSING OR PROBLEM TELEPHONE CALLS

If you receive obscene, harassing or threatening calls, simply hang up. If they leave a message on your voice mail, do not erase it; you may want to forward it to the Department of Campus Safety at x5270. If calls continue, call the Department of Campus Safety at x7070 to file a report or you may want to change your telephone number. To change your number, apply at the Residential Life or Physical Plant Office.

MISCELLANEOUS

There is no charge for 1-800 or 1-888 numbers (unless they are an access point for fee-type calls, such as 976-xxxx or 1-900 numbers). There is a charge for local and long distance directory assistance. 976-xxxx, 1-900-xxx-xxxx or 1010xxx-1 type numbers cannot be directly dialed. Trinity reserves the right to block calls to select area codes and monitor harassing calls.

EMERGENCY SERVICES

On-campus emergencies (fire/medical/criminal/other) should be reported to the Department of Campus Safety at **x7000**. They will dispatch a campus officer/patrolperson to the emergency location and facilitate any additional outside services needed.

You also have the option of calling **911** yourself for direct contact with the San Antonio Police or Fire Departments. When you call 911, the Campus Safety Department is simultaneously alerted but knows only that an emergency call was made, not the nature of the emergency. If you call 911 first, please then call ext. 7000. Calls to either number will be identified by room number and residence hall from which the call originates.

When calling either number, remember to give:

- your name
- type of emergency
- location of the emergency (be specific)
- number of people involved in the emergency

Stay on the line until the dispatcher tells you to hang up.

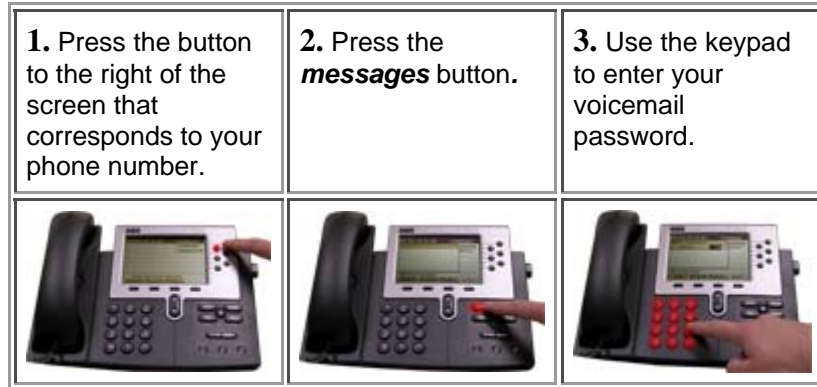
ASSISTANCE

To report telephone or cable TV service problems during normal business hours (8:00 am - 5:00 pm, Monday through Friday)	call x7409, Information Technology Services; after-hours messages can be left on voice mail; do not call AT&T (they cannot help you)
To report telephone or cable TV service emergencies after business hours or to report unwanted telephone calls	call x7070, Department of Campus Safety
For long distance billing inquiries	custsvc@c-comld.com
For voice mail questions	call x7409, Information Technology Services
For special needs of those with disabilities	call x7411, Counseling Services
For other comments or questions	call x7219, Residential Life Office

HOW TO SET UP VOICEMAIL AND PASSWORD

Please follow instructions below to set up your mail box. Once you are logged in you can follow the prompts to set up your greeting and change your password.

The default password to access your voicemail for the first time is **123987** followed by **the # key**.



*You should change the default voicemail password ASAP, to keep others from accessing your account. *

RESIDENTIAL COMPUTING

Welcome to Residential Computing at Trinity University. All Trinity residential students can connect their computers to the campus network and Internet directly from their rooms.

CONNECTING TO THE CAMPUS NETWORK

Students connected to the campus network have access to a high-speed internet connection, anti-virus software, the latest version of Microsoft Office, a Trinity email account, personal storage space for their files on the network that is backed up nightly, and access to course materials that instructors make available. You will want to get your computer connected to the network, install software, and configure your email as soon as possible to be able to utilize these resources.

A Technology Kit has been delivered to each residence hall room for each student. This is a Cat5 data cable, and directions for setting up your computer in the residence halls. To connect to the network, you will need to have your user name and password, which new students were sent previously via email and regular snail mail.

Residential Computing Consultants will staff special Getting Connected Sessions in Winn 103 on Friday August 17th from 9 – 5 pm and Saturday/Monday/Tuesday August 18th, 20th and 21st from 12 – 5 pm.

For assistance, please contact the Helpdesk at 999-7409 (from your campus phone, just dial 7409) or helpdesk@trinity.edu.

ONLINE RESOURCES

For more information about the technology resources available to students, please visit the Student Resources web site at <http://www.trinity.edu/its/students/>. For general information about Information Technology Services (ITS), including information on changing your password, the wireless network, and system statuses, please visit the ITS web site at <http://www.trinity.edu/its/>.

RESIDENT COMPUTER CONSULTANT (RCC)

RCC stands for Resident Computer Consultant. RCCs are students hired by Information Technology Services to assist other students with their network connections, network configuration, and network software. A student with connectivity issues may contact the Helpdesk x7409 or helpdesk@trinity.edu to receive assistance from an RCC or go to the Student Computer Service Center in Winn 103.

PASSWORDS

Forgot your password or want to change it? Go to <https://password.trinity.edu/> to change, reset or unlock your password at any time. Contact the Helpdesk at helpdesk@trinity.edu or 999-7409 if you need help or have questions.

ASSISTANCE

Assistance can be obtained from the Student Computer Service Center, located in Winn 103, from our RCCs (Resident Computer Consultants) or from the Helpdesk. Email helpdesk@trinity.edu or call 999-7409 for help.

RCCs are student workers employed by ITS to assist users in the residence halls with computer related issues such as network connectivity, software installation, operating system troubleshooting or installation, and malware removal like viruses or spyware. Software support is limited to the installation and running of applications available on Tucc-Tiger. For supported operating system information go to the following link www.trinity.edu/its/students and review the Incoming Student FAQ pages. ITS staff and RCCs cannot perform hardware troubleshooting, service or installation. Please contact your manufacturer for support. There are also several large stores and small businesses that perform PC work around San Antonio.

STUDENT COMPUTER SERVICE CENTER

Located in Winn 103, the Service Center is open Monday – Friday, except university holidays, between the hours of 2:00-7:00 pm. The Service Center has trained computer

technicians on-site that provide assistance to students with such issues as virus and spyware removal, software installation, and wired/wireless network connectivity resolution.

TIGERNET USAGE POLICIES

Trinity University is fortunate to have some of the most modern equipment and technology available for its students, faculty, and staff. There are, however, appropriate usage policies that must be adhered to in order to ensure the greatest level of security and data integrity for all users. The following policies pertain to any and all aspects of Trinity University's wired and wireless networks. If or when a violation occurs the user will be notified by email and phone when possible. Any service performed on an individually owned computer because of a violation of these policies is subject to the fee associated with that service. For current fees, see the [Residential Network Fee-based Policy](#).

Network Use

- The Network is to be used in accordance with Trinity University's academic mission by enhancing the educational experience and value for those who study and work at the university. The network is not available for unrestricted use for any other purpose.
- Due to potential competing enterprise services, Trinity University does not allow network users to run SMTP or DHCP servers on the wired or wireless networks.
- Registration of a domain to a Trinity University IP address is prohibited. This includes, but is not limited to, direct DNS resolution and DNS aliasing.

Passwords and Security

- Information Technology Services have implemented a basic security and privacy structure for TigerNet, however, individually owned computers are not fully protected by these security measures. It is the responsibility of each computer owner to regularly inspect the integrity of their system and to apply the necessary security patches when those patches are available. It is also the owner's responsibility to install and maintain antivirus software with the latest virus definition updates installed. For information on security patches and antivirus software visit www.trinity.edu/computerhealth . Failure to follow these security precautions may result in virus infections, computer attacks, the unintentional loss of intellectual data, or negatively impact network resources and services. If a computer has been identified as producing excessive network traffic because of a suspected virus or spam server the port to that computer will be disabled until that problem has been rectified.
- Network users are responsible for any activity linked to their Trinity ID. Because of this reason, Trinity ID passwords should be secure and should not be shared with anyone (including family, friends, and roommates). Users who believe that someone else is using their account information should contact the Helpdesk

x7409 immediately and change their account password. For more information on choosing and changing passwords, visit <http://www.trinity.edu/departments/its/faqs/faq.asp?ID=23>.

Network Access

- For security reasons, Trinity University requires all users to log on to access the campus networks and Internet. Users are prohibited from circumventing the login authentication process. In addition, users should not disguise their identity or impersonate another's identity while logging on to or accessing Trinity's network or resources. Forgery or any other misrepresentation of one's identity via electronic or any other form of communication is prohibited regardless of intent.
- The Trinity University network may not be used to provide access to resources on the local network or Internet to anyone outside of the Trinity community for any purpose.

Hardware

- All hardware connecting to TigerNet through the residence halls must register with Clean Access, Trinity's electronic hardware registration program. Failure to properly register the hardware will result in that device being quarantined and unusable. It is the device owner's responsibility to ensure the authenticity of the identification value of the equipment being used on the network, and at no time shall the identification value be altered to allow multiple users to register the same device. Circumventing the registration process is prohibited and will result in the temporary loss of network connectivity for that person.
- Unauthorized networking equipment (such as routers and wireless access points, etc.) is prohibited from use on the network.
- The use of defective or malfunctioning equipment on the network will result in the offending ports or logins being disabled without prior notification.
- Audio, video, and game servers are allowed on hardwired ports only (no wireless devices) but may be disconnected without notice if they affect the performance of the university's networks or cause a disruption in network services. In addition, use of the aforementioned must comply with existing copyright laws.

Copyright

Federal law prohibits the sharing and downloading of copyrighted materials without the express written consent of the copyright holder. Using any aspect of TigerNet to download, share, or store copyrighted materials (music, movies, software, or original writings) is in violation of the Digital Millennium Copyright Act and Trinity University's Appropriate Use Policy, available at <http://www.trinity.edu/departments/its/policies/appropriateuse.asp>.

Filesharing

Files may be shared on the local network using Microsoft Windows or Apple local networking protocols. All shared resources must be protected with a secure password unless they are available on a read-only web-based page.

Naming

When creating computer names and broadcasting messages, such names and descriptions should not be defamatory, lewd, or obscene.

Malicious Activity

- Trinity University reserves the right to restrict access to any service detrimental to the Trinity University's information resources. Attempts to bypass these restrictions (such as the use of tunneling protocols) will be considered a violation of this policy.
- The use of hardware or software that is designed to detect and exploit network vulnerabilities is banned on Trinity University networks.

Modifications

Network services and wiring may not be modified or extended beyond their intended use. This policy applies to all university network infrastructure and services.

Penalties

Violation of these policies, for students, will result in the temporary disabling of the offender's port for up to a one week period, depending on the severity of the offense. If a second violation occurs for the same offense the user's port will be disabled for up to a three week period. In the event a port has to be disabled for a third time during the same semester for the same offense, the port will be disabled for up to an eight week period. Also, if the offense occurs at the end of one semester, i.e. December, the port will remain disabled for the specified time period during the spring semester to fulfill the obligation of that restriction. Winter and Spring breaks are excluded from the penalty period. Any service performed on an individually owned computer because of a violation of these policies is subject to the fee associated with that service. Disabling of one's network access automatically incurs a Deactivation Fee that will be charged to their student account. For current fees, see the [Residential Network Fee-based Policy](#) .

RESIDENTIAL NETWORK FEE-BASED POLICY

TigerNet's basic services include assisting students configuring their network setup and ensuring the functionality of the network infrastructure. Any service provided to a student that is related to the eradication of adware, spyware, viruses, operating system reinstallation, or port deactivation because of a violation to the [TigerNet Usage Policy](#) is subject to the fee associated with that service.

Services and Associated Fees

- [Reinstalling operating system](#) =\$60
- [Software installation](#) =\$20
- [Virus/Spyware/Adware removal](#) =\$30
- [Port deactivation](#) =\$25

Please note that hardware removal or installation is not supported.

Fee assessment example 1: A student's port has been disabled because of virus activity and the RCC removes the virus. \$25 port deactivation + \$30 virus removal = \$55.

Fee assessment example 2: A student's port has been disabled because of virus activity. The RCC removes the virus but due to the damage caused by the virus the operating system must also be reinstalled. The student opts to have an RCC do the reinstall. \$25 port deactivation + \$30 virus removal + \$60 reinstall of operating system = \$115.

Reinstalling Operating Systems

Reinstalling operating systems may be necessary if damage to the existing operating system occurs through virus infection, intrusion by a hacker, or spyware related programs just to name a few. A student may either have a Residential Computer Consultant (RCC) or ITS technician reinstall the operating system for the fee listed above, or may choose to reinstall the operating system him or herself.

Whether an RCC or ITS technician reinstalls the operating system or the student reinstalls the operating system, the student is responsible for backing up the data he or she wishes to keep. RCCs will not be responsible for backing up data.

If a student chooses to have his or her operating system reinstalled by an RCC or ITS technician, the software and license must be legitimately owned by the student or licensed through the university. Trinity will not be held liable for the installation of non-licensed software.

Trinity University provides all students with the software and instructions necessary to perform a Windows XP or Vista installation. These materials can be found at the Circulation Desk located on the third floor, main entrance level, of the Elizabeth Huth Coates Library.

Before installing Windows XP, the person conducting the installation should:

- Verify that the computer meets the minimum hardware criteria. These criteria can be found at:

For XP - <http://www.trinity.edu/its/faqs/faq.asp?ID=88>

For Vista - <http://www.trinity.edu/its/faqs/faq.asp?ID=1>

- Select “Check System Compatibility” from the Welcome to Windows XP installation window. Vista will do this automatically. Instructions for checking system compatibility are included in the Installing Windows XP – New Installation and Upgrading to Windows XP instruction packets that can be acquired from the Circulation Desk located on the third level of Elizabeth Huth Coates Library.
- Assure that drivers for hardware devices are available for Windows XP or Vista. In some cases, hardware drivers for specific devices will not be available for Windows XP/Vista or will be available only on the hardware manufacturer’s web site.

RCCs or ITS technicians who reinstall an operating system will ensure that drivers to any hardware that was determined to be compatible with Windows XP are installed and functioning correctly. The RCC or ITS technician will also ensure that Symantec Anti-Virus software is installed and configured appropriately on the machine before the project will be considered completed. Only with reinstallations of operating systems performed by an RCC or ITS technician will a student not be charged for the installation of Symantec Anti-Virus software.

Software Installation

Software installation refers to anti-virus, Microsoft, or Apple software that is legitimately licensed to the student or licensed through Trinity University for student use. Examples include Microsoft Office products, Symantec Anti-Virus Corporate Edition, or Office for Macintosh. Trinity University technicians or RCCs will not install other types of software such as games, AIM, or KaZaA.

Virus, Spyware, and Adware Removal

The new version of Symantec Anti-Virus software available to all Trinity students at no charge this year includes an anti-spyware agent. You are required to remove previous anti-virus software and install this new version when you register your computer. Malicious code and spyware can dramatically affect a computer’s performance. Such code includes viruses, worms, and spyware. (To learn more about the differences among these types of malicious code, see [Understanding the Difference between Trojan Horses, Viruses, Worms, and Spyware.](#))

Should you fail to install the required Symantec Anti-Virus software, the removal of spyware will require software to be installed on the computer in question and configured properly for effective cleaning.

Trinity cannot guarantee a student’s machine will function normally after the computer has been cleaned and cannot be held liable for the loss of intellectual data or integrity of

the computer's operating system. If the computer is experiencing residual effects after the malicious code has been removed, the computer's operating system may have to be reinstalled. If the student's operating system is functioning abnormally the student will be encouraged to reinstall it or have an RCC or ITS technician reinstall it.

Port Deactivation and Reactivation

Port deactivation can occur for, but is not limited to, the violation of [TigerNet usage policies](#). One of the main reasons that a port is disabled would be if the ITS department determines that a student's computer is infected with malicious code. The port to that machine will be turned off until that machine has been cleaned. The computer can be cleaned by an RCC, a technician from the university's ITS department, or by an outside source. If someone other than Trinity personnel cleaned the system, that computer must be inspected by a Trinity representative prior to accessing or connecting it to TigerNet in any way.

CABLE TV SERVICE

GENERAL SERVICE

The cable TV service is provided to Trinity by Time-Warner Cable Business Systems. The channel lineup as of 7/17/07 is as follows:

2	KPXL-ION	40	C-Span II (U.S. Senate)
3	NBC (San Antonio WOAI)	41	ABC Family Channel
4	KCWX-CW2	42	Disney Channel
5	CBS (San Antonio KENS)	43	HSN
6	Galavision (Espanol)	44	Discovery Health
7	KMYS-my 35	45	Cartoon Network
8	KWEX-Univision (Espanol)	46	Court TV
9	KVDF-Azteca America (Espanol)	47	Food Network
10	PBS (San Antonio KLRN)	48	Comedy Central
11	KABB-FOX	49	TLC (The Learning Channel)
12	TBS Superstation	50	Stuf TV
13	ABC (San Antonio KSAT)	51	CMT (Country Music Television)
14	TigerTV (Trinity University)	52	Headline News
15	TigerTV Prog. Guide (Trinity Univ.)	53	Hallmark Channel
16	HBO	54	TV Land
17	KVDA-Telemundo (Espanol)	55	Animal Planet
18	WGN Superstation	56	WE (Women's Entertainment)
19	KWIC-Telefutura (Espanol)	57	National Geographic Channel
20	mtvU	58	Travel Channel
21	SATV (Government Access)	59	Spike TV
22	KHCE	60	Fox News Channel
23	ESPN Classic	61	E! Entertainment Television
24	ESPN Sports	62	MSNBC
25	ESPN 2	63	Shop NBC
26	FSN Fox Sports Southwest	64	Oh! Oxygen
27	TNT	65	Style
28	A&E	66	Lifetime Movie Network
29	Lifetime	67	HGTV (Home & Garden TV)
30	The Discovery Channel	68	Versus
31	USA	69	AMC (American Movie Classics)
32	QVC	70	Mun2 (Espanol)
33	BET	71	TCM (Turner Classic Movies)
34	MTV	72	Sci-Fi Channel
35	CNN	73	FX
36	The Weather Channel	74	The History Channel
37	CNBC	75	The Golf Channel
38	VH1	76	Bravo
39	C-Span I (U.S. House of Representatives)	77	TV Guide Network
		98	Educational Access
		99	Nickelodeon Jr.

Channel lineup is subject to change. Pay-per-view, digital channels, music and game-type services are not available.

The program guide for Time-Warner is available daily in the San Antonio Express-News, or go to cable channel 77 for an on-screen program guide. The Express-News also publishes a weekly TV guide in its Sunday edition. In addition, campus cable channel 15 provides a program guide for Tiger TV (TigerTV is campus cable channel 14), as well as previews of the movies being shown and a schedule of campus events.

If you experience problems with your cable TV service, please email helpdesk@trinity.edu or call 999-7409 (from your campus phone, just dial 7409). Do not call Time Warner; they will not be able to help you.

TIGERTV (TRINITY UNIVERSITY)

Trinity University's cable channel is TigerTV (Channel 14). TigerTV is managed and operated by students and carries a variety of informational, educational and entertainment programs. To keep you up to date on campus activities tune in to “Trinity Today” every weekday and to the on-campus event bulletin board which runs between programs. There are free feature movies every day, and weekly programs produced by and for students, including sports commentary, talk, music, movie criticism, etc. Throughout the semester there are special programs including interviews with the famous speakers who visit our campus, and sports remotes.

INTERNET PROTOCOL TELEVISION (IPTV)

Internet Protocol Television (IPTV) refers to the streaming of television programming over a high-speed LAN to connected computers. Trinity's implementation of IPTV, called TriniTV, currently streams six popular TV channels over the campus network: Fox, ESPN, Discovery, MTV, CNN and Comedy Central. We will soon be adding mtvU to this lineup. Thus, in addition to receiving standard cable programming on your television via the usual cable system, you will have the option of viewing the above-mentioned channels on your computer in your residence-hall room.

To access TriniTV: visit <http://www.trinity.edu/clt> and click on *View TriniTV*, or just enter <http://131.194.66.27> into your browser. On your first visit, you will need to log in, using your Trinity user ID and password, and allow the site to download and install the player software to your computer. The process is simple, but you must have administrative privileges on your computer in order to perform the download/install.

FREQUENTLY ASKED QUESTIONS

1. I can only receive channels 2 through 13 on my TV. Is there a problem with the cable?

Make sure your TV or VCR is on the cable TV setting. If necessary, let the TV or VCR run its automatic channel-programming routine (refer to the manufacturer's instructions),

whereby it will scan all available channels for content and program those it detects into memory.

2. How much do I pay if I decide after the beginning of the semester to move into a single room?

If you move into a single room up to or during the first week after the official start of classes, you are expected to pay the full amount of the telephone or cable service for that room. If you move after the first week, you are expected to pay a prorated amount.

ASSISTANCE

To report telephone or cable TV service problems	Email helpdesk@trinity.edu or call 999-7409 (from a campus phone, just dial 7409). Do not call AT&T or Time Warner (they cannot help you)
To report telephone or cable TV service emergencies or to report unwanted telephone calls	call Campus Safety at 999-7070 (from a campus phone, just dial 7070).

INFORMATION TECHNOLOGY SERVICES (ITS)

INTRODUCTION

Information Technology Services is a campus-wide resource supporting both the academic and administrative needs of the University. We provide many services related to the use, repair, acquisition, and connection of computer resources on campus. For assistance, please contact the Helpdesk at:

helpdesk@trinity.edu
210-999-7409 (from a campus phone, just dial 7409)

RESIDENT COMPUTER CONSULTANT (RCC)

RCC stands for Resident Computer Consultant. RCCs are students hired by Information Technology Services to assist other students with their computer connection to the Trinity network in their residential room. Students who encounter problems with their setup after following the provided written instructions may call the Helpdesk at

helpdesk@trinity.edu or x7409 and they will assign a work order and direct you to the Student Computer Service Center.

INFORMATION COMMONS

The information commons is a physical space for teaching, learning and collaborating with other students, located on the main (third) and fourth floor of the library, open during library hours. Services include computers supporting writing, presentation design, searching and retrieving information. The information commons provides both hardwired access and wireless capabilities in a range of settings. ITS Helpdesk staff as well as library faculty staff a kiosk in the center of the commons (third floor). These professionals assist Trinity students and faculty as they access information and synthesize it into papers, presentations, and other documents. For more information, visit the library's web site at <http://lib.trinity.edu/>.

LABORATORIES

Coats Library Commons (Information Commons) – Coats Library, 3rd Floor. Open during library hours. Visit <http://www.trinity.edu/its/computing/> for more details.

The Coates Lab - Coates University Center, Room 238. The Coates Lab (x8534) is open whenever the building is open. Building hours vary when classes are not in session. For exact hours, call the Coates Center Information Desk at x8525 or visit <http://www.trinity.edu/its/computing/>.

The Murchison Lab – Murchison, Room 121. The Murchison Lab is open 24/7. Visit <http://www.trinity.edu/its/computing/> for more details.

The Beze Lab – Beze Residence Hall. The Beze Lab is open 24/7. Visit <http://www.trinity.edu/its/computing/> for more details.

WIRELESS NETWORK

Trinity University offers wireless access to the Internet and the Trinity network. There are two wireless networks (*TU Secure* and *TU Guest*) available across all of upper and lower campus, including the residence halls.

Use of the wireless networks requires a Trinity user account. *TU Secure* gives users access to all Trinity network resources and provides wireless encryption. In order to access *TU Secure*, users must have a PEAP compatible wireless card.

TU Guest gives users access to the Internet only and does not provide wireless encryption.

For details on setting up your computer for use with the wireless network, a comprehensive list of compatible wireless cards, and the extent of the wireless network, please visit the Information Technology Services Wireless Technology web site at <http://www.trinity.edu/departments/its/wireless/>

TIGER'S LAIR PORTAL

Tiger's Lair is your personalized, customizable gateway to Trinity's online resources. Access your email, your personal storage space on the university network (My Briefcase), announcements of campus events, course materials (Blackboard), your student records (TigerPAWS), links to frequently used web sites, news feeds, and more from this convenient location.

To enter Tiger's Lair, go to the Trinity University home page, www.trinity.edu, and click on the **Current Students** link, or just go to my.trinity.edu. Once you've logged in, you will have access to your email and TigerPAWS records without having to log in again. We encourage you to set the Tiger's Lair page as your home page.

TIGERPAWS

WHAT IS TIGERPAWS?

TigerPAWS (Personal Assistant Web Services) provides online access to your personal Trinity University records. Through TigerPAWS you can:

- View and print your class schedule
- Search for classes that are offered in a given semester
- Register for classes
- Add and drop classes
- View and print an unofficial copy of your transcript
- View and print your grades
- View and print your GPA (grade point average)
- Run a degree audit to determine what classes you need to complete your degree program
- Check your Registration Status, including your start day and time, and any holds on your record that might prevent registration
- Order official transcripts and enrollment verifications
- Check the status of your request for an official transcript or enrollment verification
- Apply for graduation
- Manage electronic waitlisted classes

ACCESSING TIGERPAWS

TigerPAWS can be accessed through **Tiger's Lair** or directly, at www.trinity.edu/tigerpaws. Click on **TigerPAWS for Students**, then on the area you wish to access. Most areas will require that you log on.

FURTHER INFORMATION

For further details on using TigerPAWS, please visit the web site of the Office of the Registrar through Tiger's Lair, or directly, at www.trinity.edu/departments/registrar/. TigerPAWS information can also be found in the front pages of the Class Schedule.

ASSISTANCE

If you are having trouble logging in to TigerPAWS, please contact the Helpdesk at helpdesk@trinity.edu or 999-7409 (from a campus phone, just dial 7409).

If you have logged in to tigerpaws but are having trouble using the tigerpaws screens, please contact the office of the registrar at reghelp@trinity.edu or 999-7201 (from a campus phone, just dial 7201).

BLACKBOARD

INTRODUCTION

Blackboard is an easy-to-use course management and delivery application that uses a Web-interface to provide a learning/teaching environment for faculty and students. Its simple point-and-click interface eliminates the need to know HTML and enables faculty to easily and quickly:

- * Post course content in a variety of formats including text, PDF and spreadsheet documents, presentation materials, and even multimedia.
- * Connect and collaborate with students via announcements, email, and discussion forums.
- * Assess student learning with assessments and assignments.
- * Expand learning environments with links to websites and online library resources such as journals and databases.

Blackboard's powerful features also include interactive capabilities like email, discussion forums, chat rooms, and group pages.

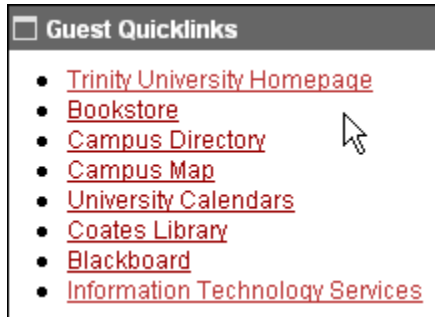
LOGGING IN


- To access the Blackboard log in page from the Trinity home page (www.trinity.edu) click on **Quick Links**, then



on **Blackboard**.

- To access the Blackboard log in page from Tiger's Lair (<https://my.trinity.edu/portal/main.html>), click on **Blackboard** under **Guest Quicklinks**.



Note: If you have logged into Tiger's Lair, you can access your Blackboard courses by clicking on the My Courses  tab. Then click on **image** to access the log-in page.

- You can also access Blackboard's log-in page directly at <http://bb.trinity.edu/>. Click on the **Login** button, and enter your user name and password.

Note: If you are a returning user, your user name and password will be the ones you used the previous semester. If you are a first time user, your password will be set to the last seven digits of your Social Security number. For instructions on changing your password, see below.

CHANGING PASSWORD AND PERSONAL INFORMATION

We recommend that you change your Blackboard password – especially if you are a first time user, or updated your password recently – to be consistent with the password you use to access other Trinity resources like email, TigerPAWS, and network resources. To change your password, log in to Blackboard as described in the section above.

- On the **My Blackboard** page, click on **Personal Information** under the **Tools** menu.
- Select **Change Password** to set a new password.
- Select **Edit Personal Information** to add or modify personal information.

ASSISTANCE

- For assistance with logging in, passwords, or error messages, contact the Helpdesk:
Email: helpdesk@trinity.edu
Phone: 999-7409 (from a campus phone, just dial 7409)

TIGER CARD

Anyone with a valid Trinity University ID card (affectionately referred to as a Tiger Card) already has a Tiger Bucks account, and it's easy to add value to the card!

Funds can be added to the Tiger Bucks Account and managed online 24/7 at the interactive and secure depository located at www.tigerbucks.com - all major credit cards are accepted (a minimum deposit of \$10.00 is required when using the online depository). Funds deposited are immediately posted to your Tiger Bucks account. E-mail deposit confirmations are sent promptly, and anyone who knows your student ID number can make a deposit. **Here are three simple ways to add value to your Tiger Bucks Account!**

- 1. Online Sign Up.** Sign up online to have your personal password sent to you, be sure to change the password once you log on to continue to manage your account balance securely. Once online, you can view your Meal Plan & Tiger Buck's account balances, view past transaction histories, print statements, or put an immediate hold on your lost or stolen Tiger Card.
- 2. In Person.** Funds can be added to your card using all major credit cards, or by check, at the Tiger Card Office located on the mezzanine level of the Storch Memorial Building Room 005. Funds can also be added at the Trinity University Student Accounts office located in Northrup Hall lobby, adjacent to the Registrar's office. The Student Accounts Office accepts checks, cash, or credit cards.
- 3. Value Transfer Stations.** Funds can be added using cash at any of the three value transfer stations (VTS) located on campus. Value Transfer Stations are located behind Java City in the Coates Library Information Commons, The Coates University Student Center Lobby, and the Thomas Lighter Residence Hall 3rd floor lobby. The VTS equipment accepts \$1s-5s-10s-20s for the exact amount of the purchase.
- 4. By Telephone.** Add funds using a credit card by calling 999-7825 Monday-Friday, 8:00 AM- 5:00 PM. All major credit cards are accepted.
- 5. As Part of Your Tuition and Fees Payment.** Funds can be designated for deposit to your Tiger Bucks Account as part of the Student Fees and Tuition payment process. Simply designate the amount to be deposited to your Tiger Bucks Account on your tuition and fees invoice and include the amount in your payment.

The Trinity University Tiger Card performs several important functions on the Trinity University campus. It provides:

- Easily recognizable identification on the Trinity University campus
- Building access to Residential Living areas for students assigned to campus housing. Individual student room door access for Prassel Hall residents.

- Access to selected academic building exterior doors
- Interior building room access to computer labs, electronic classrooms, and other secure areas located in specific academic buildings
- Access to the Campus Dining Program, providing computerized tracking of each student's meal plan account
- Access and tracking of each student's optional discretionary spending account, The Trinity University Tiger Bucks account

The Tiger Bucks account is a safe convenient way to control funds designated to meet your campus spending needs. Tiger Bucks are a convenient way to pay for:

- Food purchases in all Campus Dining facilities, including Java City located in the Coates Library information commons area
- Food purchases made online at Trinity University's Webfood service for pickup and delivery options. Use the quick link at www.tigerbucks.com
- Purchases made at the University Bookstore
- Computer-printing charges at Pay-For-Print stations located in the Library and several campus computer labs
- Purchases at selected campus soda and snack vending machines
- Use of Trinity University laundry facilities (26 locations 108 machines)
- Purchases at the campus convenience store, C3, located in the Coates Student Center
- Purchases at the full-service print shop, Paw Prints powered by FedEx KINKOS, located in the library's Information Commons area
- Cdigix music downloading service.
- Purchases made from self service copiers located adjacent to Paw Prints in the Library
- Check out www.tigerbucks.com for a link to the FedEx Kinko's "Doc-U-Store"-which is where you can easily submit electronic print jobs 24/7-How much more convenient can it get ☺?

For more details on the Trinity Tiger Card, please visit the Tiger Card website at www.tigerbucks.com , or call the Tiger Card Office at 999-7825, Monday-Friday 8:00 AM- 5:00 PM.

The Tiger Buzz Calling Card

Your Trinity Tiger Card can be your long distance calling card!

Sign up at www.tigerbucks.com for the long distance calling program offered by C-Com communications. Currently, calls are only \$.06 cents per minute for all calls originating and terminating in the continental United States. Long distance system access is available from any touch-tone phone in the US or Canada-current long distance rates are posted at the Tiger Buzz phone card link at www.tigerbucks.com.

The convenient electronic billing feature means that anywhere that you receive e-mail is where you receive your long distance bill from C-Com. Sign up now at the Tiger Buzz phone card link on www.tigerbucks.com

LIBRARY

INTRODUCTION

The Elizabeth Huth Coates Library provides an excellent collection of printed books, journals, and other media, as well as a rapidly expanding array of electronic resources. These electronic resources, along with the library's catalog, Quest, and a wide variety of helpful guides for library users, can be found via our web site at <http://lib.trinity.edu>.

INFORMATION COMMONS

The Information Commons offers a physical space with extensive digital capabilities for research, writing, and collaboration with other students. Occupying much of the main (third) floor and some of the fourth floor, the Information Commons includes over **100** computer workstations (and over 30 circulating laptops) for individual and group work, an Information Technology Training Room with a special emphasis on GIS applications, the reference collection, a copy center, the English Department's Writing Center tutoring service and a new combined Help Desk that provides both library research and technology experts to aid our users. A special collection of very current computer help books on topics like Microsoft Office, Dreamweaver, iTunes, and Photoshop is now shelved next to the Help Desk and available for checkout.

LIBRARY HOURS

Library hours may change during holidays, final exams, summers, or other special events. For questions about current library hours, call the library at 999-8126 or check the schedule online at <http://lib.trinity.edu/libinfo/hours/>.

SERVICES AND COLLECTIONS

The librarians and staff of the Coates Library always welcome any questions or concerns you may have about using our resources:

<i>For these concerns,</i>	<i>contact: (on campus, just dial the last 4 digits of the phone number)</i>
How to use the library Research assistance Using electronic resources	Helpdesk, 3rd floor 999-7213 AIM, MSN, Yahoo Chat help (screen name: <i>coateslibrary</i>)
How to check out books and documents Overdue items Checking out a group study room How to check out a wireless laptop PC How to check out or use non-print media	Circulation Desk, 3rd floor 999-8127
Computer hardware & software support	Helpdesk, 3 rd floor helpdesk@trinity.edu 999-7409

Use of multimedia equipment Assistance with multimedia design	Center for Learning & Technology, 1st floor 999-7323
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CENTER FOR LEARNING AND TECHNOLOGY

The Center for Learning and Technology (CLT) serves the educational technology-related needs of the students, faculty and staff of Trinity University. CLT manages and operates The Studios@CLT computer lab; maintains all campus electronic classrooms; produces all types of non-print materials for use in classroom instruction or faculty research; offers instruction to faculty and staff in diverse software applications; manages and operates the campus cable TV system; and delivers, repairs and maintains all campus audio-visual equipment.

The Studios@CLT

The Studios is a high-end computer lab featuring a mix of Windows- and Macintosh-based workstations designed to help students and faculty create and work with all types of digital media, including video, audio, photographic and graphic projects. The Studios @ CLT also offers peripherals such as flatbed/film scanners and digital cameras. Our workstations feature media creation software from Adobe, Macromedia, Sony/Vegas, Roxio, Apple and others.

Media Production

CLT provides a complete range of media production to Trinity faculty and staff in support of academic instruction and research. Services offered include audio, video, graphic and photographic work, in digital as well as traditional analog formats. Some of these services also are available to students for use in classroom presentations.

Campus Cable TV System

CLT manages the campus cable TV service (provided by Time-Warner) and the satellite downlink system, as well as operating the distribution equipment for TigerTV, one of Trinity's two closed-circuit television channels. TigerTV is managed by students and broadcasts locally-created programming as well as movies. CLT also oversees contracts with commercial suppliers for Trinity's cable service and for the distribution of the feature films shown on TigerTV. The second closed-circuit campus channel originates in CLT and provides a program guide for TigerTV as well as movie previews and general

campus information. Cable TV feeds are supplied to all classrooms, dorm rooms and TV lounges on campus, and to selected other rooms and offices.

TriniTV

CLT also manages and operates the campus streaming video system, TriniTV. This system provides both live and scheduled or on-demand video to computer desktops in classrooms, offices and residence halls anywhere on campus. Programming can include instructional videos, course reserves and campus events (such as lectures or commencement). See the *Cable TV* section of this manual for more information about TriniTV.

CLT is located on the first floor of the Elizabeth Huth Coates Library. Hours of operation are:

Monday-Thursday:	8:00 a.m. - 10:00 p.m.
Friday:	8:00 a.m. - 5:00 p.m.
Saturday:	1:00 p.m. - 5:00 p.m.
Sunday:	1:00 p.m. - 10:00 p.m.

CLT staff is available to assist you during normal working hours of 8-5 Monday through Friday. Student lab assistants are on duty in the CLT computer lab during some, but not all, evening and weekend hours. For further assistance, please call CLT at 999-7323 (from a campus phone, just dial 7323) or visit the CLT web site at www.trinity.edu/CLT.

PROTECT YOURSELF AND THE NETWORK

- To protect your electronic information and to guard against inappropriate use of your identification by others, **do not share your password or leave your computer accessible to others.**
- To protect your computing resources and those of the rest of the Trinity community, **you are required to download and install Symantec Corporate Edition Anti-Virus software during the computer registration process.** This anti-virus software is included in your technology fee and the directions included in your Technology Kit will help you get it installed. Should you get another computer during the year, you can visit the ITS web site at <http://www.trinity.edu/its/students/> to install the anti-virus software.
- To protect yourself against lawsuits, **do not download music, videos, or images for which you do not have copyright permission.** Trinity University recommends downloading music for free through Ruckus. As a college student, you have access to unlimited free downloads from this service. For more information and to sign up, visit www.ruckus.com
- Be aware that downloading material written by someone else and representing it as your own work is a **violation of Trinity's Academic Integrity Policy.**

Trinity University has a wealth of electronic resources available to enhance your learning experience. We encourage you to use them safely and appropriately.

For more information about computer security, see <http://www.trinity.edu/its/faqs/faq.asp?ID=92>.

The complete version of Trinity University's computing policies can be found on the Information Technology Services web pages at <http://www.trinity.edu/its/policies/>.